

How To Use The Arkansas EBT Card



Dear Customer,

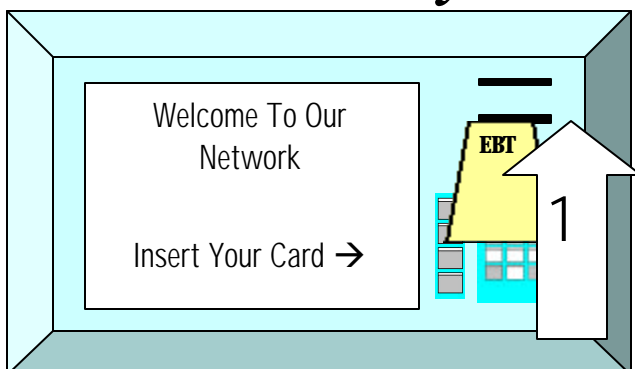
This brochure will show you how to use the Arkansas EBT card (shown above) at both **Point of Sale (POS) machines** and **Automated Teller Machines (ATMs)** to use your Food Stamp and Transitional Employment Assistance (TEA) benefits.

If you have any questions about your *Benefit Security Card* or EBT account call the Arkansas EBT Help Desk at:

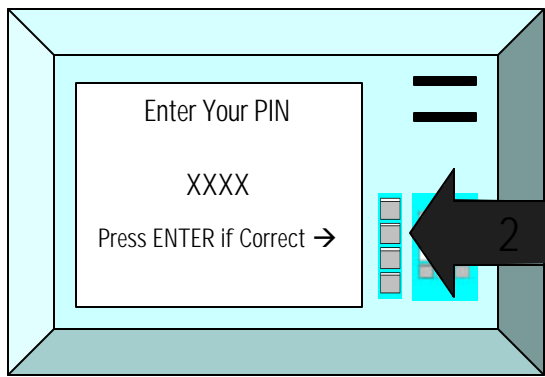
1-800-997-9999

HOW TO USE AN ATM TO WITHDRAW CASH BENEFITS

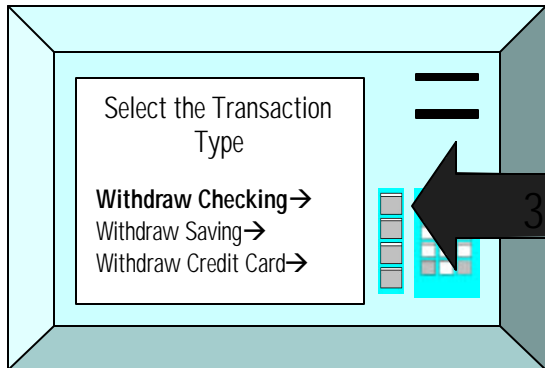
***Note:** Not every ATM works the same. This is an example of a cash withdrawal from a typical ATM.*



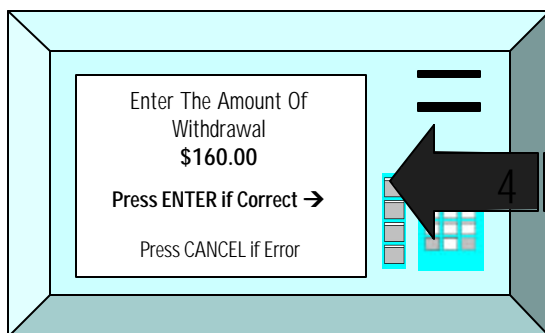
1. Insert your card in the ATM.



2. Enter your secret PIN. Select **ENTER** or cancel.



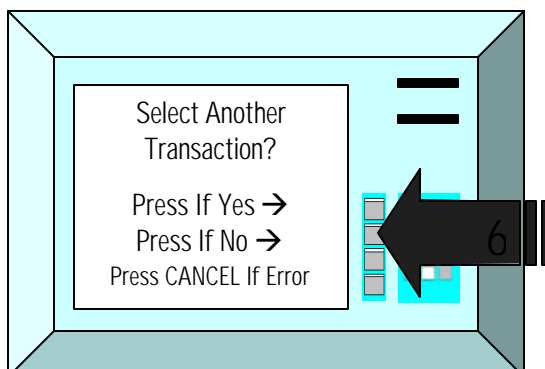
3. Select **WITHDRAW FROM CHECKING**.



4. Enter the dollar amount you wish to withdraw. Select **ENTER** or cancel.



5. Take your cash.



6. Another transaction? Select **NO**.



7.Wait for your card and receipt.

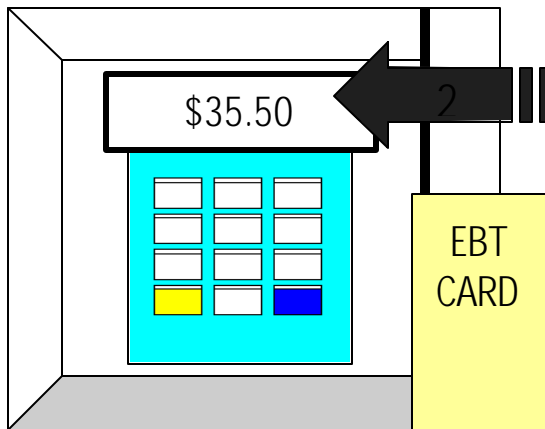
Note: You can only withdraw whole dollar amounts from an ATM, normally in denominations of \$5, \$10, or \$20. For example, if you have \$168.50 in your cash account the most you would probably be able to withdraw at one time would be \$165.00. In order to access single dollars and cents in your cash account, you must do a cash purchase or cash withdrawal at a POS machine at a retail store.

You cannot withdraw Food Stamp benefits from an ATM.

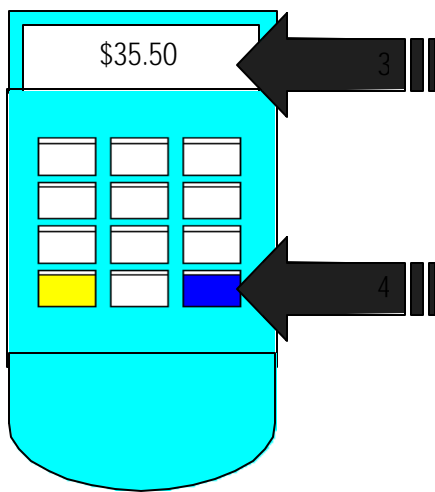
HOW TO USE A POS MACHINE TO MAKE A FOOD STAMP OR CASH EBT PURCHASE

1.Give your card to the clerk. Let the clerk know whether the funds will be coming from your **Food Stamp** or **Cash** EBT account. The clerk will then slide your card through the POS machine. *In some*

stores, the POS machine will be facing you and you will select type of purchase.



2. Clerk enters amount of purchase in POS machine. *In some cases, the amount is entered automatically when the clerk totals your purchase.*

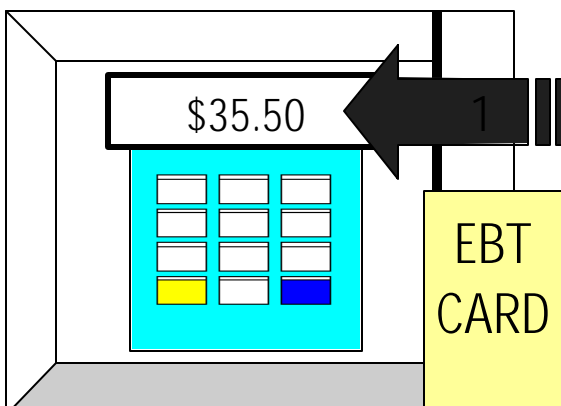


3. Clerk will hand you the PIN pad & amount of purchase will be displayed. *In some stores the PIN pad will be built into the POS machine.*

4. Enter your secret PIN and press **ENTER**.

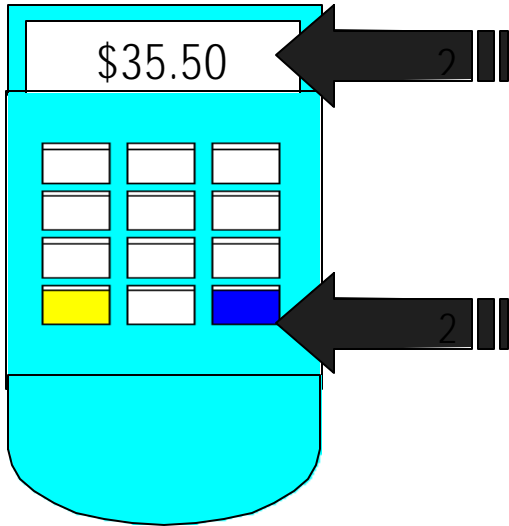
5. Wait for your purchase, card, and receipt. ***Do not leave the checkout lane without all three items.***

HOW TO USE A POS MACHINE TO WITHDRAW CASH BENEFITS



1. Ask if cash withdrawals are allowed at the store. If yes, inform clerk of amount of

withdrawal, give the card to the clerk or slide the card through the POS machine. Amount of withdrawal is entered in POS machine.



2. Verify that amount of withdrawal shown on PIN pad is correct. If so, enter your secret PIN and press **ENTER**.

3. Wait for your cash, card, and receipt. **Do not leave without all three items.**

Note: Some retailers may require you to make a purchase in order to receive cash back. In that case, your cash purchase and cash withdrawal will be done all in one transaction.

IF THE POS MACHINE IS NOT WORKING

If the POS machine in the store is not working when you are using your Food Stamp benefits, the clerk will ask you to sign a form called an “**Offline Food Stamp Voucher**”. The clerk will then call to get your food

purchase approved. *Your purchase may be limited to \$40.00 if the clerk cannot get approval for your purchase.*

Safety Tips At The ATM

- Always use ATMs in well-lit areas. If you sense danger, cancel your transaction. Take your card and leave the area right away.
- **DO NOT** count your money at the ATM
- **DO NOT** let others watch as you enter your PIN.
- Put your cash, card, and receipt away quickly.

Safety Tips At The Store

- Check purchase amount that shows on PIN pad window before you key in your PIN.
- Do not let anyone see you enter your PIN or leave the area with your card.

